

HomeStyle

Canada's Housewares Magazine

October 2018

Annual **TREND** REPORT & **FALL FORECAST**

SHOW
HIGHLIGHTS
FROM
LAS VEGAS
& TORONTO

WHAT'S HOT *in*
COUNTERTOP
COOKING
APPLIANCES

ENTERTAINING *with*
FONDUE

AN INTERVIEW *with*
DAN MOY OF
LONDON DRUGS



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Canadians attending the Las Vegas Market last July included, left to right, Dave Abrams of Ares, Trevor Kidd of Product Specialties, Richard Koskiniemi of Kitchen Nook, Laurie O'Halloran of Home Style, Alison Fletcher of Cookery, Brent Bondarenko and Robbin Lich of Kitchen Therapy, Mona Abrams of Ares and Candace Sutcliffe of C.A. Paradis. For a full review, see page 54.

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January 27 to 31, 2019

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Contact the Canadian Gift Association at cangift.org

Call 416-679-0170

January 27 to 31, 2019

LAS VEGAS MARKET

World Market Center, Las Vegas, Nevada

Visit www.lasvegasmarket.com

February 2 to 6, 2019

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Contact GLM at www.nynow.com

February 8 to 12, 2019

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Contact neeta.correa@canada.messefrankfurt.com

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Opening Lines

Loyalty is key to true partnerships

As both the advertising sales person and editor of this magazine, I have to walk a fine line between loyalty to my 'retail readers' and to my 'paying customers'. I'm often asked which segment is more important. The answer is simple, they are equally important. I would not have one without the other.



Manufacturers of consumer products face the same dilemma. They depend on retailers to sell their products and end-users/consumers to buy them, but which segment is more important? The answer is the same, but in this digital age, where it is so much easier to reach the consumer directly, it presents a paradox. How do vendors grow sales in a retail market that is shrinking? The obvious answer is to sell directly to the consumer, which is inevitable but should be part of an omni-channel strategy that still relies heavily on the front-line retailer.

At two separate conferences this fall, I heard retail experts suggest that online selling has peaked and Brick & Mortar stores are here to stay. I hope that is true. The path to the end user has so many twists and turns today yet there are still only three proven ways to grow your business: attract new users; take existing, loyal customers and give them more reasons to buy; and steal market share from competitors.

Online selling has added a new twist to those traditional business practices. Conventional wisdom no longer applies as manufacturers attempt to influence customer behaviour directly, but the role of the front line retailer remains the same. They are your front line, they are still the best way to motivate consumers to try something new and create brand loyalty. That's why online giants Amazon and Wayfair are now opening their own B & M retail storefront operations. Online selling is all about price, and that is not sustainable in the long term.

Seasoned, knowledgeable retailers are in the best position to provide the overall 'shopping experience' that consumers crave, especially when it comes to high end gourmet products. Vendors buy so much more than shelf space when they deal with storefront retailers. They buy the relationship that the retailer has established with consumers who trust their opinion.

At the IBC Global Forum in September, Jim Norris of London Drugs spoke about his company's unique culture, which revolves around "CFL". It stands for "Customer for Life", and that is precisely what London Drugs attracts through a superb combination of selection and service. They provide a continuity of care that keeps customers coming back again and again. With a better/best assortment, price is rarely the most important criteria, and as such, the company has developed extremely close and very successful partnerships with suppliers over the long term. They work together to find the most effective way to deliver the product to the consumer.

There are a myriad of ways for a product to get to market today but in the end, it's the relationships we create along the way that matter most. That part hasn't changed. Our world is so polarized right now, socially and politically. Let's not let it affect the way we do business, here and across the border. We, as an industry, need to work together if we want to grow together.

— Laurie O'Halloran
laurie@homestylemag.ca

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• **Derek Miller** has been named president of the International Housewares Association (IHA), succeeding Phil Brandl who will retire at the end the



year. Formerly the IHA's vice president of global marketing, he assumed the role of president October 1st. He was selected by a unanimous vote of the IHA Executive Committee. Phil will remain with the IHA until the end of 2018.

"We have a great staff and senior management team at IHA and Derek has been an incredibly integral part of that for a long time," Brandl said.

"Having worked in housewares for over 22 years, I am extremely pleased to continue serving the industry, the Inter-

national Home + Housewares Show and the IHA through this new position," says Derek.

Miller joined the IHA in 1999 as director, international business development, and was named vice president, international services in October 2001. He led the IHA's international department until March 2014 when he was named vice president, global marketing. Before that he was director of international sales/marketing at Nordic Ware.

• **Lyz Ayers** has been appointed vice president and DMM for cookware, small appliances, floor care and tabletop for HBC. She replaces Francis Rego.

Swissmar has added two new members to their sales team. **Brad Terin** is Key Accounts and National Sales Manager of Corporate Markets. **Thomas Jong** is Key Accounts and Western Regional Sales Manager for Retail and Food Service.

I loved your "success" editorial in July and since I am also trying to figure it all out, I found this most encouraging.

How you can, in four sentences, take a complex topic like Amazon and crystalize it to make sense for our independent retailers is an incredible talent!!

The entire issue was terrific and always inspires me.

Bob Burke, Royal Selangor/Portmeirion

I always enjoy reading *Home Style* but particularly the July issue. The article on Maison Cookware & Bakeware, the profile of Jennifer Frankland and Candace's column about Anthony Bourdain were all great! As well, Brian Schachters' tribute to his Dad was super.

Don Schacter, Don Schacter + Assoc.

I want to thank you for helping to create a fabulous evening – the Housewares Happy Hour at the Toronto Gift Fair! This industry is so lucky to have you in its midst, organizing, promoting and just being the glue that holds the friendly aspect of us all together.

Phyllis Kraemer, The Keeping Room

Thank you for a truly wonderful event. Happy Hour at the Gift Fair was very well attended and I am happy so many of our retail customers attended. Your hard work along with your team made this event surpass last year's party.

Emil Rocha, Le Creuset Canada

We really appreciate the time and effort (as well as money) spent by the Housewares Committee to make the Happy Hour event happen in August. It was truly an amazing night! We got caught up with old friends, enjoyed some great food, came home with a picture to remember the evening and, most importantly, felt loved by all who were there! You all truly out-did yourselves!

Vince Menchella and the iQliving Team

Correction

In our July issue we incorrectly identified CHHMA president Sam Moncada as Sam 'Mondata'. We apologize for the error.

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Giant Tiger opens distribution centre

Giant Tiger's new Eastern Ontario distribution centre will help facilitate the company's ambitious growth strategy while increasing the number of grocery items available in its stores.

The new state-of-the-art facility will also help the family-owned company maintain its market position as a "low cost" operator.

The 600,000-square-foot facility, located approximately 80 kilometres south of Ottawa, features Canada's first Symbotic system comprised of 210 autonomous robotic units capable of moving up, down and across inventory at speeds of up to 40 kilometres per hour. According to Giant Tiger, these robot units boast a pick accuracy of 99.99%, and will further boost the company's existing strength in short replenishment times for its stores.

Giant Tiger processes orders for an average of 100 stores a day, which can be received, picked, packed and shipped within 24 hours. The company claims that the distribution centre's proximity to Highway 401 will also enable it to shave 860,000 kilometres per year off its transportation distance, resulting in more than \$1 million in savings.

Until now, Giant Tiger has been relying on three distribution centres, all of which have been operating at capacity. The company currently operates more

than 245 stores, with a footprint in every province except B.C. and Newfoundland & Labrador. Its current five-year plan calls for 15 new stores a year.

Dunkin' breaks up with Donuts

Dunkin' Donuts is dropping the "Donuts" from its name. And the reason for the change is rooted in two strategies that are driving the chain forward.

CEO David Hoffmann says: "For two years, we have been focused on evolving Dunkin' into the premier, beverage-led, on-the go-brand and have been implementing what we call our blueprint for growth."

The Dunkin' name change embodies two pillars of this blueprint: beverages and an increasing emphasis on simplification.

Dunkin' Donuts has been working diligently to build up its drinks business, which currently makes up roughly 60% of the company's sales. New Dunkin' stores even feature a cold drink tap.

Lee Valley unveils new format in Laval

Ottawa-based Lee Valley Tools is expanding its store operations into the province of Quebec. This fall the company will unveil a 'new format' store in suburban Montreal, with more stores expected

CEO Robin Lee says the new Laval Store will be different than many of Lee Valley's existing stores, as the retailer adopts a new and more efficient store format which includes more retail space at the front of its stores and less back-of-house/storage than its previous locations. In the company's older locations, about one-third of the store's square footage is for consumers to view products, while the back two-thirds of the store was dedicated to storage and other back-of-house activities. New stores have inverted the ratio with the majority of selling space being dedicated to shoppers, and less at the back.

Lee Valley's first store in Quebec will be at Centre Laval and covers nearly 25,000 square feet. Other 'new format' Lee Valley stores include units in Kelowna, B.C., Kingston, Windsor and Niagara Falls, Ontario. The newer stores feature a 'pathway' configuration which encourages discovery and activity. Merchandising is displayed in 'pods' so as to be more interactive, in order to create an experience which is also educational.

The company's new format stores are usually a bit smaller than the company's typical stores overall, and will measure between 15,000 and 16,000 square feet.

The Laval store will offer an expanded sales floor for the Quebec market with shopping space exceeding 11,000 square feet.

North Toronto gets Premium Market

A 40,000-square-foot food market has opened at Upper Canada Mall in Newmarket, just north of Toronto, featuring 20 best-in-class local merchants and first-to-market eateries that enhance the overall shopping centre experience.

The food market is called 'Market & Co.' and it's the first of several planned large-format multi-vendor food and beverage centres by landlord Oxford Properties.

It's also the first such market in a premium shopping centre in Canada. The goal is to deliver innovative retail, entertainment and food experiences.

The expansive food market's square footage was made possible by taking some of the former space that was once occupied by Target in the mall.

Walmart Canada orders 30 more Tesla semi-trucks as it aims to shed diesel from its fleet. The additional rigs, which hold the promise of eventually being switched to autonomous operation, will help Walmart Canada meet its initial goal of electrifying 20 per cent of its fleet by 2022.



One of the witty billboards created weekly by the Indian Hills Community Centre.

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Ambiente acts as barometer for hot trends in the year ahead

As the premier spring show, Ambiente acts as a barometer of the latest trends as well as an order and design platform. Held in Frankfurt February 8 to 12, the fair consists of three areas - Dining, Living and Giving. Each area presents a wide range of consumer products in cooking, dining, housewares and leisure, as well as giving, interior design and interior furnishing.

Following in the footsteps of Denmark, France, Japan, the USA, Italy, the UK and the Netherlands, the forthcoming Ambiente partner country will be the Republic of India. The presentation

of the partner country will cover a range of products by traditional crafts and artisans. Curated and designed by the Jaipur-based India designer Ayush Kasliwal, this year's exhibition will be shown again at Galleria 1. Kasliwal is an alumnus of the National Institute of Design, Ahmedabad, and is one of India's leading design thinkers, practitioners and advocates for artisans.

Sandeep Sangaru, a multidisciplinary designer, educator, entrepreneur and a nomad by nature, will design the Café in hall 4.1, where visitors can find moments of peace and quiet amidst the

hustle and bustle of the trade fair. The café will be one of the many features at the trade fair that are fully focused on India.

Ambiente is the focal point of the worldwide consumer goods market. To quote Nicolette Naumann, Vice President of Ambiente: "The fair is already 95% sold. Exhibitors from around 90 countries will be setting trends for 2019 and beyond."

In 2018, the Frankfurt spring fair attracted 4,376 exhibitors from 88 countries.

The opening of Hall 12 at the Frankfurt exhibition grounds this autumn will give Ambiente 2019 a totally new structure next February. The Houseware & Storage area will be moving from its current locations (Hall Levels 5.0, 5.1, 6.0 and 6.1) to Hall 12. As Hall 6 needs to be available for reconstruction in 2019, Table Top Trade will move temporarily from Hall Levels 6.2 and 6.3 to 5.0 and 5.1. Drinking bottles and thermal flasks will become part of Kitchen Trends and move to Hall 1. The new Kitchen Houseware Express will enable visitors to proceed directly and without stopping from Hall 12 to Hall 3 and the other way round, so that the two areas will be closely connected by this service.

For 2019, shoppers will find Living and Giving in Hall 8, with interior design including furniture, interior concepts, lighting, home and design accessories. Interiors & Decoration in Hall 9 will feature interior concepts, furniture, lighting, home textiles and home accessories. Hall 9.1, with Interiors & Decoration, will have accessories (including handmade), pictures and frames, room scents, candles, seasonal and fashion decorations, floristry and plant pots. Hall 11.0 with its Urban Gifts will be a great place to find trendy and designer gifts, decorative accessories and office products. The rearrangement of the Living/Giving area will reinforce synergies through clear hall structures and the effective channelling of visitors.

For details, contact Neeta Correa at neeta.correa@canada.messefrankfurt.com

Chicago targets international retail buyers

The International Home + Housewares Show offers international visitors valuable insight into business practices and trends that are shaping the industry, as well as an opportunity to network with their peers from around the globe.

There are several feature areas of interest to international buyers visiting Chicago's McCormick Place March 2 to 5. The Discover Design Expo, located in the North Building, features design and trend leaders of the latest in high design from Europe and around the world. Exhibitors cover all Show categories. On Sunday evening, buyers are invited to stop by the *Toast to the Trends* networking reception to meet with Discover Design exhibitors and colleagues from around the world.

Located in the Clean + Contain Expo, the Inventors Corner brings the raw edge of creativity to the show. The Inventors Corner Pavilion features 60 booths showcasing new housewares innovations and just-ready-for-market inventions.

The show's Innovation Theater will feature over 20 presentations on international lifestyle trends, consumer purchasing habits, design, retail best practices and more. Representing Euromonitor International, Erika Sirimanne will discuss how hyperconnectivity is impacting consumer behavior and how digital disruption is transforming housewares retailing in a special presentation.

Networking After Dark Reception is a show party free of charge for all international Show visitors. Food, drinks, music, international networking – and plenty of fun! It takes place at McCormick Center from 5.30 to 7.30 pm on Monday, March 4th. This event is hosted by the International Business Council (IBC), a group of IHA members actively engaged in international business (see page 62).

The Chicago Retail Tour on Wednesday, March 6th gives international visitors a first-hand look at the leading housewares stores in the Chicago area. The tour will begin with a complimentary continental breakfast and U.S. retail overview.



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Escali thermometer is waterproof

The new Escali Waterproof Digital Kitchen Thermometer provides restaurant quality dependability and a user-friendly design that makes it perfect for the casual kitchen or experienced home chef. This is the first Escali kitchen thermometer to be fully waterproof. Additionally, each button was designed with specially sourced high grade materials that will last for a lifetime of use without wearing down. The 1.2 mm stainless steel probe provides exceptionally quick measurements with a precision that lives up to restaurant grade standards. The Waterproof Digital Thermometer also comes with a handle.



An ideal companion for oyster lovers

Patrick McMurray, the world record holding Oyster shucker, has released an insightful and entertaining guide to the pleasures of one of the oldest and most universal delicacies in the world – the oyster. *The Oyster Companion: A Field Guide* was officially unveiled at a release party held September 18th at Ceili Cottage in Toronto.

The event was co-hosted by Swissmar. The company recently partnered with Patrick, who helped design the new Swissmar Shucker Paddy 4-in-1 shucking tool. The tools were displayed alongside the book.

Rich in history and lore, the book provides everything you could want to know about the oyster, including how to enjoy them injury-free. It also compares the differences between 50-varieties found world-wide. It is the essential guide to the world of oysters.

Patrick McMurray holds the Guinness World Record for most oysters shucked in one minute. He is also the owner of Ceili Cottage Restaurant.



New Reese line at Crate & Barrel



Fall table settings will go from green to blue with a new line from Crate & Barrel and Draper James, celebrity Reese Witherspoon's Southern-inspired lifestyle and apparel brand. The new collection, called Indigo Vine, includes dinnerware, serving trays, and cloth napkins, with elegant florals, blooming vines and basketweave patterns in a classic navy and white palette. This is Draper James' second collaboration with the retailer.

Industry News Update

IHA elects new board of directors

Four new directors have been elected to the board of directors of the International Housewares Association and new board officers were also elected.

The new directors are: Scott Henrikson, president, Dexas International; Darrin Johnston, managing director, Meyer Corporation; Lisa Knierim, president and CEO Americas, Villeroy & Boch; and Ingerid Mohn, president, Sagaform. Their three-year terms began October 1, 2018, and end September 30, 2021.

Also elected were new board officers: chairman, John (JC) Collins, president and chief marketing officer, Neatfreak Group; vice chairman/chairman elect, Howard Steidle Jr., CEO, John Ritzenthaler Co.; and treasurer, William Endres, president, Select Brands. All officers serve one-year terms from October 1, 2018, to September 30, 2019.

Hudson's Bay builds new store

Hudson's Bay recently opened its first newly-built store in almost 15 years in a suburban Montreal shopping centre. The 129,000 square foot Hudson's Bay store is located at the Carrefour Angrignon Shopping Centre in LaSalle, located about six kilometres south of Montreal's downtown core. The new store features the typical departments plus an expanded beauty and cosmetics section. Its design reflects Hudson's Bay's updated interior aesthetic with brighter lighting.

The last time Hudson's Bay opened a new full-line store was in 2003 when it unveiled its 212,000 square foot location at CF Polo Park in Winnipeg.

Nuera Air buys Beam

Nuera Air, a division of Nuera Inc., recently acquired the central vacuum systems BEAM brand from Electrolux. Nuera Air is the manufacturer of Duovac and Husky central vacuum systems, two brands recognized worldwide for more than 50 years. Nuera Air manufactures all its products in its Laval, Quebec facility.

Amazon hits trillion dollar mark

On September 4th, Amazon became the second publicly traded company to hit the \$1 trillion mark in market value. In August, Apple became the first company to surpass the historic financial milestone. Amazon's shares needed to hit a price of \$2,050.27 to reach the \$1 trillion mark. The company passed that per share price early on the 4th. Amazon's stock has risen more than 70% in 2018.

Wayfair will open a 20,000-square-foot outlet store outside Cincinnati this fall. The online company said it will use its first-ever Brick & Mortar store to sell overstocked inventory.



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Made in America: The end of NAFTA



By Candace Sutcliffe, President,
CA Paradis/The Chef's Paradise, Ottawa

The future of the North American Free Trade Agreement will have had its final fate decided by the time this article reaches you. An updated treaty agreement was signed by Canada within hours of sending this to press, renamed the USMCA or United-States Mexico Canada Agreement.

After months of endless negotiations, multiple deadline extensions and an interim countermeasure tariff on U.S. made goods, the effects of a potentially closed border could already be felt here at home. In retaliation to the Trump administration's bullish steel and aluminum tariffs this past spring, the Liberal government strategically imposed similar "protectionist" tariffs on select U.S. made goods. The list of goods temporarily affected was quite extensive and not always obvious since raw materials suffered the largest impact. Regardless of political stance over the terms of our free trade agreement, the deterioration of NAFTA could have potentially been disastrous for Canadian distributors and retailers alike.

While the possibility of the two countries not coming to an agreement on the revisions to NAFTA seemed highly unlikely, the exercise should serve to remind us of how intertwined and dependent our economies really are.

Since its inception in 1994, Canadian consumers have benefited from tariff-free access to an estimated 94% of U.S. and Mexican made goods. In a recent Retail Council of Canada study on the impacts of dissolving NAFTA, the Office of the US Trade Representatives reported a real trade increase of 38% be-

tween NAFTA countries over the past two decades, resulting in job creation and increased sales due to the lower cost of acquiring goods. And as China continues to dominate the manufacturing sector, more consumers are supporting North American-made products, particularly in the high-end market. Some smaller retailers in our sector (myself included) have carved out a niche by offering products made in the Americas and Europe as a marker of quality and patriotism towards our trade partners.

One point under the new USMCA that will affect Canadian retailers is the de minimis thresholds. The de minimis is the minimum cross-border purchase amount exempt from Canadian taxes and duties. Under the new terms, taxes will not be collected on goods in value of up to \$40 (previously \$20) and purchases up to \$150 will be exempt from any customs and duties, although still taxable. E-commerce giants like Ebay and Amazon have been fighting for years to raise the de minimis threshold to \$200 for both taxes and duties, in hopes of gaining a larger market share in Canada and to improve "unnecessary" shipping delays at the border.

The theory put forth is that the loss of taxable revenue collected on cross-border purchases, namely on e-commerce transactions, will be a net neutral for the government since it will require less attention and staffing to clear cross border shipments under the relaxed thresholds.

The Retail Council of Canada has been lobbying hard to demonstrate the negative impact this would have on Canadian retailers, who still pay import

duties on these items and are forced to collect respective federal and provincial taxes on identical items. It could mean a Canadian retail price increase of 20-30% depending on the province, on top of currency exchange rates.

A \$200 de minimis could be catastrophic for brick and mortar retailers, and equally for e-commerce businesses investing in homegrown talent. Beyond retail, it would negatively affect high wage jobs associated with operating a successful operation (IT firms, Supply Chain Management, Warehousing and Distribution, etc.)

Retail as an industry employs roughly one in eight Canadians, and the ever increasing threats made by American retail firms would be felt throughout several industries.

So where does the new deal leave Canadian retailers? Fortunately, roughly in the same place. The fine print still needs to be ironed out but the changes in what Trump has referred to as "the worst deal ever for the U.S.", are negligible (for now). However, as small and medium Canadian enterprises, we need to continue pushing the boundaries of what it means to source locally by working with trade partners, like the EU, who are equally invested in our mutual economic growth rather than imposing price increases or reducing profit margins on foreign made products, as demonstrated with the Special Measures Countermeasure Tariffs.

There are always alternatives; it is our duty to educate consumers on how to better protect our businesses through our borders. 🐾

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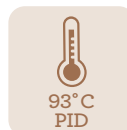


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The ideal side for your fondue meal



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AN EASY RECIPE FOR YOUR NEXT COOKING CLASS

Sautéed greens with red wine reduction

PREPARATION 25 minutes

COOKING 30 minutes

SERVINGS 8

Red Wine Reduction

- 1 cup (250 ml) red wine
- 3 tbsp (45 ml) honey
- 1/2 tsp ground black pepper
- 1 cinnamon stick, about 1 inch (2.5 cm) long

Croutons

- 1 clove garlic, halved
- 3 tbsp (45 ml) olive oil
- 2 cups (100 g) day-old bread, cubed

Vegetables

- 5 oz (150 g) bacon, diced
- 1 onion, thinly sliced
- 2 cloves garlic, chopped
- 2 tbsp (30 ml) olive oil
- 1/2 lb (225 g) trimmed green beans, blanched
- 1 head broccoli, cut into small florets and steamed
- 8 cups (225 g) kale leaves, coarsely chopped
- Salt and pepper

Red Wine Reduction

1 In a small pot over medium heat, bring all the ingredients to a boil. Simmer for about 10 minutes or until the wine is syrupy. Strain the wine reduction through a sieve. Set aside.

Croutons

2 Meanwhile, in a large skillet over medium heat, lightly brown the garlic in the oil. Add the bread and continue cooking, stirring frequently, until the bread begins to brown and turn crisp. Set aside on paper towels.

Vegetables

3 In the same skillet over medium-high heat, brown the bacon, onion and garlic in the oil. Add and brown the green beans and broccoli. Add the kale and continue cooking for about 5 minutes or until it begins to wilt. Add oil if needed. Lightly season with salt and pepper as the reduction already contains pepper.

4 On a large serving platter, spread the vegetables, top with croutons and drizzle with the red wine reduction.

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A photograph of the Ricardo Electric Fondue Set on a white table. The set includes a stainless steel pot on a black base with three settings: Chocolate, Cheese, and Broth. The pot is filled with a dark liquid. To the left, there are plates of food including mushrooms, broccoli, and a bowl of yellow cheese sauce. Three fondue forks with black handles are also visible. In the background, there are two glasses of white wine and a stack of white plates.

INCLUDES
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RECIPES



Millennials respond to retail catalogs

Catalogs may seem like an outdated way to grab shoppers, but not if your target is millennials. Studies from the Data & Marketing Association have shown that the response rate for catalogs has increased in recent years in part because less mail is being sent and millennials happen to like catalogs more than other age groups do.

"Millennials stand out a bit higher than other generations in terms of engaging with mail," says Neil O'Keefe, V.P. of the association. "It's unique to the generation that hasn't experienced the

amount of mail of past generations."

O'Keefe says that a higher level of interest in catalogs is better at driving sales than some other forms of digital marketing. "Millennials are very engaged by imagery, and a catalog allows that to stand out. So the response rate there is very different than what you would experience with a display ad, or email. The response rate for a printed piece has been on the rise as of late."

Catalogs are a successful marketing tool because it forces consumers to make an active choice.

Profitect, a prescriptive analytics provider for the retail and consumer packaged goods industry, reported that, in a survey of Generation Z shoppers ages 18 to 22, 42% of respondents prefer to shop in-store versus online. A further 34% indicated that they prefer to shop in store and online equally, while only 23% said they prefer to shop online only.

Consumers seek simpler lifestyles and cleaner spaces

As global home trend forecasters, Trend Bible in the U.K. relies on methodologies, dialogue and research that has been honed over the years. Helen Jamieson, Senior trend strategist, reveals the top trends at the Chicago Show in March.

Top Five Consumer Lifestyle Shifts

1. Living Well in Smaller Spaces

More people are living in smaller spaces, both by necessity and choice. As home designs adapt, expect to see more multi-functional tools and clever storage options. Appliances will also be down-sized and possibly even become multi-functional. A countertop dishwasher that doubles as a food steamer and sanitizer for baby equipment.

2. Adapting Ambiance

Living spaces are becoming evermore multi-functional and consumers want to adapt the ambiance to support their changing mood and their health and wellness. Look for consumers to invest more in devices that appeal to their senses. While smart devices will certainly contribute to this trend, traditional products such as scented candles are still very relevant.

3. Food and Feeling

Consumers have a new relationship with food. "The food we eat becomes an expression of our identity and a reflection of our changing moods," Jamieson says. Trend Bible finds consumers have a polarized approach to their eating. They may

stick to healthy, clean foods during the work week, but move to a greasy burger or sugary snacks during the weekend.

4. Cleaning as an Art Form

Time is one of our most valued commodities, and not too many people want to spend too much time doing a chore that is viewed as boring or unrewarding. Enter the elevation of cleaning to an art form, with products that offer easier, more efficient ways to get the job done.

5. Smart Home

As seen in the elaborate Smart Home exhibit at the Show, the increasing popularity of smart home products in the kitchen is especially significant.

Future Trend Stories

1. Connected Souls

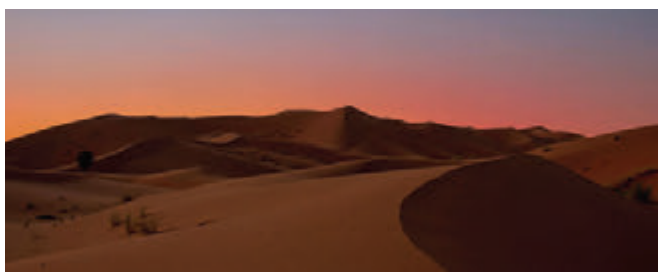
Despite still being highly functional in terms of technology, this story reflects clutter-free living that feels calm and contemplative. The soothing colour palette includes soft greens, grey-tinted blues and a delicate pink, with deep burgundy and vibrant turquoise to provide depth and contrast.

Shapes and motifs are smooth and flowing with overlapping and flowing circles. You can also see elements such as tinted glass in subtle colors, arches and curves in furniture and quilted fabrics to add softness.

2. Grounded

As more consumers seek solace and the familiar, they are drawn to "barren desert landscapes and open skies." Homes will assume an earthlier quality, where design takes on a "natural and rustic approach where objects have a real focus on craftsmanship and tactility." The colour palette is a delicate balance of neutrals with bold pops of orange and blue.

With a hand-crafted natural feel, there are elements such as rocks and stones, fringing and tufts for textiles, and rope details. Patterns include semi-circles, half-moons, and etchings.





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A1



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ENA Micro 90



Micro Silver

E8



Chrome Piano Black

J6



SWISS SAUCE Brilliant Silver

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SWISS SAUCE Aluminium Aluminium Black

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We accept no liability for misprints and other errors. There may be colour deviations due to the printing process. The illustrated cups and glasses are not supplied as standard with the machines.



2019 Pantone palettes

With all the distractions in today's marketplace, the biggest challenge can be capturing consumers' wandering eyes and persuading them to stop and pay attention to what you have to offer. Effective use of colour does just that.

Lee Eiseman, executive director of the Pantone Color Institute and colour expert for the International Housewares Association says the healthy eating trend and the subsequent culinary culture that has evolved in recent years has also brought with it a movement back to natural, earthy colours.

Shimmering materials are also in vogue, although Eiseman points out that they were never "out". This has led to other effects on housewares such as oxidized finishes on cutlery, and the unusual (but popular) use of chainmail in napkin rings and placemats.

Eiseman's 2019 Home + Interiors Forecast includes these eight palettes.

Cravings – Cravings is a palette that tempts the eye as well as the taste buds with spicy reds, flamingo orange and rich purples. Seductive allusions to "fetish foods" deepen the irresistible message of the palette.

Syncopated – A palette pulsing with all the right moves, Syncopated is lit with energy and exhilaration by bright white, glowing yellow and a hot yellow-red.

Paradoxical – A synthetic colour language that is both luxurious and accessible, the Paradoxical palette proposes style and design created by unconven-

tional couplings, an eclectic mix of high and low and a mix of traditional and modern.

Musings – Musings, a quietly reflective yet vital palette of gentle and hushed shades, conveys a relaxed, healthy lifestyle made even more so by a sense of pleasure and excitement.

Cherish – A grouping of idealized combinations of colour, pattern and texture that form a quiet, conflict-free refuge for the senses. Cherish captures memories of comfort, enjoyment, affection and contentment.

Meanderings – Whether travelling in person or in your imagination, to destinations known and unknown, Meanderings implies a winding course done at a leisurely pace that often reveals unexpected treasures and pleasures.

Classico – Just as the name implies, the hues of Classico are fundamental, basic and everlasting, while at the same time, elegant and forever fashionable. This is a palette where a graceful swan white and camel-coloured tan co-exist effortlessly with deep teal, chic gray flannel, burgundy red and caviar black.

Proximity – Forming a hybrid of technology and nature that speaks to the complexities of 21st century life, Proximity gathers together sister shades of tropical green-blues and blue-greens that blend fluidly into royal blues and clean crispy greens.

After popularizing Rosé wine as an alternative to red or white, millennials are now helping drive sales of canned wine, especially in Ontario. The LCBO sold more than \$4 million in canned wine this past year, up from \$1 million three years ago. In the U.S., though it's still a small share, sales of canned wine nearly doubled from 2016 to 2017, going to \$37 million from \$19 million the year before.

Unicorns are still hot!

One of today's hottest flavour trends is really not a flavour at all. It's showing up in snack cakes, cereal, beverages, ice cream and gum, and it may taste like birthday cake, cotton candy, cherry or strawberry.

Unicorns are popping up across North America in all of their glittery glory. Kellogg recently launched a limited-edition Kellogg's Unicorn Cereal, featuring birthday cake-flavoured, loop-shaped cereal, and limited-edition Pop-Tarts Unicorn Power toaster pastries with a cherry filling and a unicorn design printed on the frosting.

Ferrara Candy unveiled Brach's Unicorn Horns fruit-flavoured candy corn and McKee Foods debuted Little Debbie Unicorn Cakes. Earlier this year, General Mills added a unicorn-shaped marshmallow to its Lucky Charms cereal.

These product introductions follow last year's launch of Starbucks' Unicorn Frappuccino, a blended beverage featuring mango syrup and a sour blue drizzle. Many locations ran out of supplies early, and the drink reportedly generated more than 180,000 hits on Instagram in a week.



Coffee may be the flavoured drink of choice in North America, but tea is making large strides, thanks to the beverage's healthy halo. According to the Tea Association, four in five consumers now drink tea, with millennials being the most likely to partake today. In foodservice, tea sales jumped 25% in the past three years, ahead of a 15% total increase. Even bartenders are finding ways to use tea in cocktails, including adding it instead of water to provide subtle flavours. One strong feature of the trend: the use of now-popular kombucha in cocktail recipes.

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Fall Industry Forecast

We asked leaders in the housewares market to identify the challenges and the opportunities facing our industry in the year ahead

Fabrice Hengsen, V.P., Philips Electronics

The way consumers look at food is changing as cooking and healthy living are evolving. They see food as a fundamental component of a healthy lifestyle and their experiences with cooking are personal and dynamic. Consumers will look for solutions that empower them to prepare quick, nutritious homemade meals without compromising taste.

The challenge is to provide not only products, but solutions that allow consumers to unlock their individual healthy living lifestyle and healthy goal aspirations.

Retailers need to look beyond the one-size-fits-all approach to kitchen appliances. Consumers behaviour is becoming more and more segmented and specialized so the assortment of products must meet their individual needs.

Buyers need to bring in specialized appliances with individualized solutions that target consumers and ensure that their shopping experience follows their personal drivers and needs.

Anne-Marie Trudeau, President, Trudeau

Healthy living will continue to grow and evolve throughout 2019 as in-store and online retailers incorporate these insights into their marketing campaigns.

Consumers are changing the way they cook, prepping their entire week by “binge cooking” during the weekend.

And finally, online shopping will continue to grow in 2019, offering consumers a range of new possibilities and options of where/how to buy their groceries and housewares products.

For vendors, multi-channel distribution comes with new processes and new,

more challenging shipping options. But the retail revolution continues and they are also faced with these new challenges.

We believe the consumer is always looking for guidance when she/he shops. With that in mind, our assortments will reflect a complete Consumer Solution with true innovation in each of our categories, making the kitchen an enjoyable place to be.

**Evan Feldman, President
Accent Fairchild Group/Meyer Canada**

We will see a continued emphasis on product quality due to testing demands and importance of online reviews. The focus is on “product experience” overall, not just product quality.

We are living in a time with arguably the most experienced consumer cohort ever. A growing number of consumers rely less on traditional “brands” as symbols of quality, expertise, etc. because they have access to more information about any particular product than ever before.

There will be a rationalization of national brands as retailers continue to develop their own PL programs

Economic uncertainty due to geo-political turmoil in terms of trade/interest rates/foreign exchange could lead to consumers cutting back. But we must also address the growing importance of millennial consumers.

Vendors will likely see margin pressures due to the trends outlined above. There is a shrinking retailer landscape and we are re-learning how to engage with a new generation of consumers (millennials). We can't necessarily rely

on the same tactics being successful.

Retailers must deal with the impact of online growth not only in terms of retail pricing but also convenience for time-starved consumers plus breadth of assortment. Add to that the shopping experience in general. It's often more satisfying buying something online than dealing with less knowledgeable or unhelpful store staff.

The growth of online shopping has the potential to reduce consumer spending overall as consumers aren't “tripping over” other items when in store. The online shopper may be more likely to get in/get out and purchase their targeted item without adding on additional purchases.

We need to find new and effective ways to prompt consumer spending/get share of wallet. What worked in the past is not necessarily working now.

Growth will come from innovative solutions that make tasks easier/efficient and effective. The emphasis is on value for money – not “cheapest” but a good price for a quality product.

From a retail standpoint, the opportunity is there for those who can figure out a way to make people want to visit them; so that shopping is a pleasure, not a chore.

Retail is not dead, boring retail is.

Brigitte Roy, President, Danesco

There are a few deep-rooted trends that will continue to grow. They will continue to produce hits and misses along the way but hopefully in the long run, true innovation will deliver solutions that are convenient for consumers and better for the planet.



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Dave Abrams, Owner
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... continued from page 26.

- Reducing our use of plastic, specifically single use plastics. We will continue to see a growing number of reusable products to replace what is thrown away every day. The true winners will be those that deliver the most convenience. We have learned that consumers will only compromise so much when it comes to changing their habits. Within the same trend, new materials will continue to emerge, claiming to be better and safer alternatives to plastic.

- More veggies, less meat. Today's meals comprise so much more than one veg, one meat and one starch. Consumers crave more variety than ever in flavour, texture and colour. Eating more vegetables, legumes and grains means more prep work, more tools, more storage and more time (and yes, still more bowls). Convenient, clever solutions will continue to drive new growth.

The first challenge for vendors is bringing true innovation to the categories. Then, helping retailers deliver that experience. Brick & Mortar retailers must give consumers a reason to shop in stores. On-line retailers have to be specialists to compete with Amazon, the biggest 'general store' ever.

Growth usually comes by moving out of our comfort zones and pushing the boundaries. And sometimes from where you least expect it!

Daniel Oehy, President, Swissmar

Emerging trends will depend a lot on the channel. There is always a large segment that is very price-oriented but there is a lot of growth with people who are more concerned about healthy eating and environmental concerns

The challenge for vendors is that there are fewer retailers and those left get larger, become more concentrated.

The marketplace has changed very rapidly, with fewer independent specialty stores. For some, adapting to this new environment has been challenging, yet others have found new opportunities and become very successful.

The only trade show/industry event for the housewares industry in Canada

has lost a lot of support from retailers and vendors. Hopefully the upcoming reorganization will help to create new momentum. Many vendors and retailers may not realize the importance of such events to keep growing. We need a venue to introduce newness, educate and simply communicate with existing customers and find new partners.

To succeed, retailers must adapt to a new marketplace with an Omni Channel approach, including a strong online component for some products.

Maggie Yau, Vice President, Browne & Co.

There will be greater use of mixed materials (wood and steel, silicone and wood, etc.) in the year ahead. We're seeing a lot of traction with these different applications while celebrity-chef endorsed products are having less impact at the consumer level.

Multi-use functionality within a single product is also important today. And environmental restrictions imposed by governments will change the way manufacturers design/create product.

The challenge is in adhering to new product standards, such as non-toxic and/or environmentally friendly materials. Manufacturers will have to align with Generation Z, who grew up very differently from our generation.

Retailers need to stay focused on the core consumer and stop trying to be everything to everybody. They need to deliver a highly personalized and intimate experience to the customers, on their own terms. Service at the retail level is still a priority and the main reason consumers will continue to purchase at brick and mortar vs online.

Retailers who provide an experience at store level will succeed. Creating an emotional experience for consumers is important for business growth.

Retailers should maintain a consistent message through all channels of sale from the store windows and touchpoints to the website, social media, or a magazine. It has to be one pure customer experience to gain mind share and market share. ~☺

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Making his mark

Dan Moy had big shoes to fill at London Drugs when he stepped into the buying role once held by Mary Higgins but his passion, vision and dedication have won over both his customers and suppliers

By Laurie O'Halloran

The Canadian housewares industry has always been a very tight-knit community, where buyers and sellers often move seamlessly between competing companies. The exception to this rule has always been London Drugs. Buyers for the successful B.C.-based retail chain typically stay for years with the company, rising gradually through the ranks until they each become experts in their field.

Such is the case with Dan Moy, who, like many of the company's executives, started out at London Drugs as a stock boy. That was 27 years ago. Today he is the general merchandise manager for

small appliances, the role once occupied by well-known industry veteran Mary Higgins. But Dan's first introduction to the world of retail was as a child, helping his uncle at a local flea market.

Born in Ottawa in 1972, Dan was five years old when his father, who was with the Royal Canadian Air Force, moved the family to Burnaby, B.C. By age 10, he was working alongside his uncle, selling gold coins at the flea market every Saturday. He enjoyed setting up the showcases and serving the customers so when his mother opened a gift shop a few years later, he was happy to help out after school along with his sister.

Though Dan enjoyed retail, his real dream was to become a police officer. When he met with the RCMP, however, and learned he would have to travel to Regina for training, he decided he wasn't quite ready to leave home. Instead, he enrolled at Capilano College where he studied criminology and business. And to help pay his tuition, he took a part-time job at London Drugs. He's never looked back.

His first position was as stock boy in the old Hastings Street store, working the 5 a.m. shift before heading off to school. Four years in, he was offered a position at the front of the store in customer service. Basically Dan was a trouble shooter, doing everything from managing the cashiers to stocking shelves.

He rose quickly through the ranks, first to supervisor, department manager and then assistant manager. It was during that time, after a particularly traumatic encounter with a shoplifter, that Dan realized a career in law enforcement was probably not in his future. It made more sense to pursue a long term career at London Drugs if he could move beyond the store environment.

After a brief leave of absence, Dan returned and applied for a rebuyer's job in housewares. He was interviewed by former g.m. Grant Ball and Jim Norris,

Like so many top executives at London Drugs, Dan Moy started out working as a stock boy.



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Buyer Interview: Dan Moy, London Drugs

merchandise manager for housewares. They were both so impressed with Dan's attitude and enthusiasm, they called him back in and suggested he should apply for a position as assistant business unit manager for general merchandise, which was also available. Dan agreed, and he was hired immediately.

In 2004, Dan joined Mary Higgins (now retired) and her formidable team, working alongside all the LD merchandise managers and buyers. He was a fast learner, and was being trained by some of the best in the business, who recognized his talent from the start.

Mary recalls "Dan had amazing business ethics. He was hard working, patient and a visionary who had an ability to think outside of the box. He never settled for mediocrity. He has the insights of a true merchant".

By watching Mary and Jim, Dan learned how to use his imagination to turn a creative idea into a profitable, saleable plan. As she says, "sometimes the craziest ideas work out to be the best strategies against the competition".

Dan admits that he gets both pats on the back as well as criticism for his ideas. Small appliances is one of the most developed categories in the store but Dan says he is "always trying to find aspirational items that surprise and delight our customers".

He is always willing to take calculated risks, as he did last year with the Swan line of retro appliances from Salton. He worked closely with Jason Hutton's team to launch the baby blue assortment exclusively in all 80 stores, plus e-commerce, and it was a big hit. But he was apprehensive about using the colour because he liked it so much! "Buyers should never buy the product or colour they like best," he explains. "We should always buy for the masses, but this turned out to be the exception."

Small appliances (including floor care and heaters/fans) comprise the heaviest category for Dan but he's also responsible for toys (age three and up) and summer seasonal products. The travel is extensive – Asia and Europe four times a year plus trade fairs in New York, L.A.,



Dan isn't afraid to take calculated risks and is known for 'thinking outside of the box' when it comes to merchandising small appliances both in-store and online.

Chicago and Las Vegas – but Dan loves every minute of it. London Drugs president Clint Mahlman and Rob Felix, Senior V.P. of Merchandising, often join Dan on his buying trips, though he stresses they give him 100% support in his decision-making.

"I love the fact that I can go from looking at toys at a trade show in China one day to meeting with small appliance designers in Europe the next," he says. "I'm always open to new ideas and exploring new product concepts. All these interactions have made me a better person, and a better buyer, which means I can do a better job for London Drugs customers."

His suppliers have also benefitted from his keen eye and his approach. "Dan's enthusiasm for products is infectious and gets everyone in the room excited," says Clem MacMullin, general manager of Conair/Cuisinart. "He is a true merchant who finds creative and inventive ways to drive sales, which makes our job much more interesting."

His colleague Kami Bosland agrees. "Dan is a creative problem solver who pushes his vendors to find new and innovative ways to market their products.

He works in an open and transparent manner which fosters a collaborative environment that drives sales."

This close relationship with suppliers is one more reason London Drugs encourages its buyers to remain in their categories until they're experts. Jim Norris has been in housewares for 15 years and Mary spent her entire career in small appliances.

"Our partnership with our core vendors is exceptional," says Dan. "That's because over time we develop long term relationships where you can really build a trust and a loyalty."

Dan admits he's constantly listing and delisting products, which can make some vendors uncomfortable, but he feels they need to work together to achieve mutual goals. Fortunately, London Drugs gives him 100% autonomy to make decisions on the fly and pursue unique or interesting opportunities throughout the year.

Despite its size and scope, London Drugs still operates very much like a family-run company. CEO Brandt Louie is in Dan's office two or three times every week asking about sell-through. He trusts him to make the right deci-



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Buyer Interview: Dan Moy, London Drugs

sions while motivating him to always be entrepreneurial in his thinking.

"I'm always trying to change things and take chances but I'm also willing to admit defeat," explains Dan. "London Drugs customers are very loyal and very vocal. If I try to give something a refresh and it's not quite right, we will hear from the customer immediately."

In order to better understand why some products fail, he also visits close-out stores a couple times a year. "It helps me to see why something didn't sell, and often it's not the product but the packaging," says Dan. "I like to guide my vendors to do things right the first time to avoid mistakes."

John Pickersgill at Trimor Sales (Hamilton Beach) has worked with Dan for many years, through many negotiations. "Dan is quite intense, determined and has a creative mind while he balances many vendors and programs."

John has found that "Dan is not nec-

essarily easy to work with and often we go back and forth several times in order to come together to make a program work for both sides. But he is fair and will always do what is right for London Drugs while at the same time making it work for the vendor so we both win."

For Dan, after 27 years, the best part of his job has always been the freedom – the freedom to make changes and to make mistakes. "If something isn't working, only one person can change that," he says, "and that person is me."

As for challenges today, Dan says e-commerce is at the top of the list. "Amazon has been a game-changer. Margin pressures from e-com have been difficult for a company that's primarily bricks and mortar-based. I can't have a different pricing strategy for our e-com business and I have to keep that in mind when I'm buying. However, I do have some flexibility in 'ship to store' products, which gives me an opportunity to

carry some more expensive items like high-end espresso machines."

While the company was built on bricks and mortar stores, e-commerce is the fastest growing segment today and Dan treats it like it's a separate store. He believes it's important for customers to have a good shopping experience both in-store and online.

Having made his mark primarily in small appliances, Dan says he still feels Mary Higgins' influence on the job. Although they didn't always see eye to eye, she was one of his biggest supporters and he has tremendous respect for his mentor. "Mary taught me to always have an open mind and a positive attitude."

Fortunately for London Drugs, he also shares the passion that Mary had for business, and for his employer. Married with three boys, Dan's home life is busy but at work, he is right where he wants to be in terms of career development. He has nowhere to go but up. 🐣



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*NPD Canada, Low-Oil Fryers 2016-2017. Dollar + Unit Percent Change



Industrial chic

Pollmann sinds 1890, a 128-year-old Dutch retail store with a cool, modern design, has always had family, personal service and cooking at its heart

by Michelle Hespe

Nick and Anke Pollmann, the fourth-generation owners of Pollmann sinds 1890, raised a glass to Nick's great grandfather, Bernhard Pollmann, at the IHA Global Innovation Awards (*gia*) in Chicago this year, to celebrate the store being chosen as one of the five best retail stores in the world. Bernhard opened Pollmann sinds 1890 128 years ago, launching it as a tableware store. Today, the store has evolved into an omni-channel business, with a catch-phrase that sums up the

company's long-held grounding philosophy: "Great home-cooked meals, thanks to Pollmann."

In 2016, having outgrown its former premises (where the store was based for 76 years), Pollmann sinds 1890 dug up its roots and moved to a more modern and easy to access, light-filled, tunnel-shaped space that loyal customers flock to today, for the same reason that they have always gone to Pollmann: to cook great meals.

"After operating from the same

building for 76 years, the relocation of our business was the result of wanting to respond to change, with the focus always being on our customers' needs," explains Anke. "The world is changing, and we have to be flexible and adapt alongside our customers. Consumers are asking for different things compared to what they once did, and you have to be agile to survive in retail today. We are always growing, learning, and adapting."

The new premises are equipped with



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the latest technology and clever modern lighting arrangements to showcase an impressive array of cooking products. Pollmann stocks the largest collection of tableware and cutlery in the Netherlands and prides itself on having top quality products, including many that are a surprise to the customer, as the Pollmann team is always seeking out new pieces and fresh innovation.

Inspiration for the design of the store was drawn from Chicago's Eataly and Anthropologie (both must-see inspiring destination stores) and from New York's

Meat Packing district, which is renowned for its chic industrial beauty and the locals' mission of keeping the area's rich heritage alive. Interior designer Fons Kooymans was responsible for the layout indoors, and the Pollmanns' goal was to retain the history of the building while transforming it into a superb retail environment for the 21st century.

The new store is raw, authentic and industrial, and it displays great respect for the company's history.

"Pollmann has created a very bo-

hemian, edgy store that has a great attitude, a genuine story, and a strong, unique identity," one of the *gia* judges commented. "One word says it all: Wow! Everything is right about this business – from the modern marketing to the clear choice of an omni-channel strategy, and the focus on retaining social relevance. At a time when many shops struggle to survive, Pollmann finds 1890 is a luminous example of how to turn a future-proof idea for home cooking into a wonderful experience!"

All of these factors contribute to an amazing shopping experience. However, one of the main reasons that people shop with Pollmann, says Anke, is for the personal experience. This is something about the business that in 128 years has never changed.

"Customers come here for the people," explains Anke. "We are a shop for advice. A shop where you can touch and sample things and compare products. Our customers feel a part of a community, and they also know that they can speak to someone that they know, from the comfort of their own home, and then we deliver the products to them, and they know how to use them. If they don't, they can call us, and we can talk them through what they need to do."

Pollmann has a permanent core team of six passionate staff, and it's obvious to customers that all of them love their job. Anke and Nick ensure that everyone on their team understands everything about the business. "Our core team has been intensively involved in the process of change that we went through in the past two years, meaning that they came with us for the journey and learned alongside us," says Nick.

Employees also join Anke and Nick on trips to trade fairs so that they stay aware of changes in the industry, innovations, new products and new information that can be gained from expert talks and seminars. This focus on taking care of staff and always offering them in-store education has meant that the team is pulling in one direction. They are united in their goal to ensure that Pollmann continues to succeed, and yet



The inspiration for the store design was drawn from Eataly and Anthropologie in Chicago as well as the New York Meat Packing district, known for its chic industrial beauty.





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they don't want to grow into a retail giant.

"It's better for our company to remain small and stay in control," says Nick. "Yes, the goal is always to sell more products, but there will soon be more and more pieces sold online, and our model means that we will succeed in that environment."

Pollmann's marketing and use of modern technology is something that has been so seamlessly integrated into the business that the store's heritage is not at odds with the future. In fact, this well-considered fusion of the past and the present is what gives Pollmann some of its edge, and it certainly contributes to its success.

The company collaborates closely with vloggers and bloggers to communicate with customers, sharing news of

new products, upcoming events and activities in-store. There's also an online chat platform for customers to talk to employees about products and their needs, and one of the things that customers love the most is that the products are quickly delivered to their door. That's a huge time-saver for people leading busy lives, and also a blessing for those who might not be as mobile as they once were.

"Pollmann's professional approach of treating each social media platform differently helps it to retain its relevance, connecting the store with people of all ages and demographics," said one judge on the *gia* expert jury.

Pollmann sinds 1890 is a true survivor. Not many people know that the original store was bombed in World War II, and it had to be completely created

again from the ground up. That didn't stop Nick's great grandfather, and it's obvious that the current Pollmanns are just as resilient. They embrace change and challenges as opportunities, and this puts them in good stead to not simply survive in the modern retail landscape, but to thrive. 🐦

To learn more about Pollmann sinds 1890, visit www.servies.nl.

*For information about the *gia* (Global Innovation Awards) contact Piritta Törrö at piritta.torro@inspiredconnection.fi. Additional information is also available online at www.housewares.org/show/gia-retail.*

For more information about the International Home + Housewares Show and to pre-register for the 2019 Show, taking place in Chicago on March 2-5, 2019, please visit www.housewares.org.



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T-fal marks anniversary of ActiFry by creating a Genius



ActiFry changed the way Canadians cooked when it was launched in November of 2008. Thanks to support from the Canadian Medical Association, T-fal quickly generated awareness of this exciting, healthy new way to 'fry' food.

The marketing campaign started with the grass root marketing of out-of-store demonstrations at the Toronto Eaton Centre. But the tipping point came in 2009 when T-fal started investing in marketing activation to educate consumers on the healthy benefits of ActiFry. The concept took off and continued to grow through the decade with the launch of several new models.

The original ActiFry offered dual motion technology, with a four-person capacity and used just one spoonful of oil to cook a variety of foods. The Family-Size model came out in 2011 while the original model was upgraded in 2012 with a redesign. In 2017, the ActiFry Vista was introduced. It offered the same innovative technology but had a larger viewing window for better visibility. This model became T-Fal's intermediate offering in terms of price point and features.

This fall, the company unveils the innovative new Genius model. It promises to revolutionize the low oil fryer category by adding more versatility to the ActiFry franchise. Shown above, the Genius features nine intelligent menus for maximum cooking versatility. It can prepare everything from battered snacks to delicious desserts. The exclusive *1 Meal 1 Go* menu on the Genius model includes *Wok* and *World Cuisine* recipes. As well, a large steam-free viewing window lets users easily monitor the progress of their culinary creations.

To celebrate the 10th anniversary of ActiFry in Canada, T-fal has unveiled a brand new promotional campaign. The new initiative focuses on families coming together over good food. With added versatility and a variety of healthy recipes, ActiFry has become the number one low-oil fryer choice for Canadian families.*

* NPD Canada

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10 YEARS
OF HEALTHY COOKING



ActiFry Original



ActiFry Vista – 2017



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Learn more at www.t-fal.ca/actifry

*NPD Canada, Low-Oil Fryers 2017-2018. April YTD Dollars Market Share.

T-fal
ActiFry



Countertop Cooking

Consumer spending shifts to multi-cookers

The year so far has been an eventful one in the countertop cooking space. The rapid growth of multi-cookers such as InstantPot has led to volume shifts in the cooking appliance space as consumers shift their spending between the categories. Year to date, the cookers category (including food steamers, fryers, multi-cookers, rice cookers, roaster ovens, and slow cookers) has grown +32% in dollars. Toasters have grown +3% year to date. Meanwhile toaster ovens have declined -5%.

Fryers as a whole are down -6% YTD August 2018, with Air Fryers declining faster, -9% in the same period. The overall decline is driven by falling price points, as both segments of the market have increased units in the same time period, during which the average price of a fryer (air and deep) has declined -10%. Growth in both air fryer and deep fryer segments is occurring at lower price points. Adding to these pressures, there are now models of toaster ovens that have a similar air frying function. With limited countertop and storage space in many kitchens, a multifunctional device that can replace multiple others is an attractive space saving option.

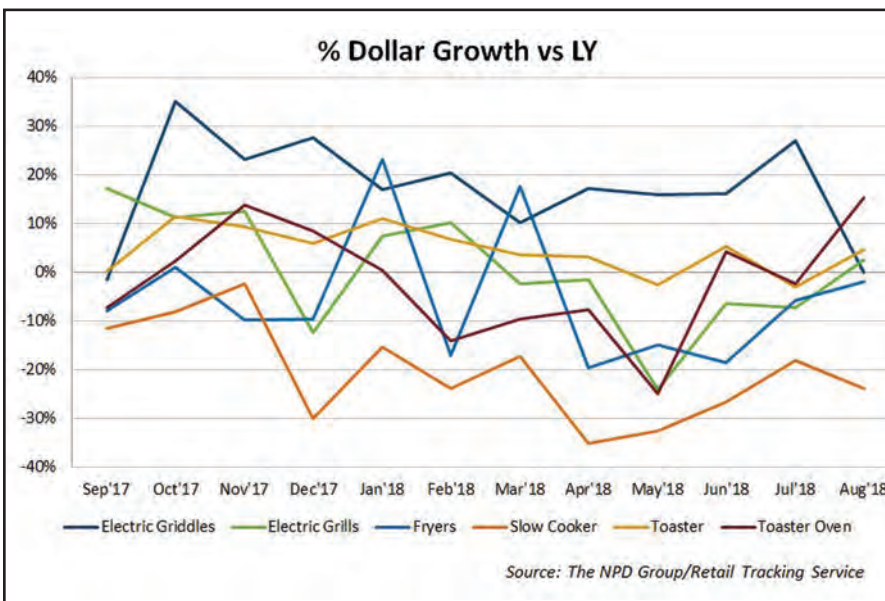
Toaster ovens follow a similar theme around space saving features. Smaller 4-slice or under models are growing +17% YTD while the whole category declines -5%, led by 6+ slice models, down over -20% in units YTD vs. LY. Convection models YTD are down -12% in dollars YTD. Convection tends to be a feature in 6+ slice models as well.

Toasters continue to be a growth category in Canada, growing in both units and dollars YTD. The 4-slice, non-long slot models are outpacing the rest of the category, with double digit growth in both units and dollars.

Grills and Griddles are fairly flat YTD vs. last year, up +2% in dollars and +3% in units. Hinged/combination (grill and griddle plate) models, which make up the bulk of the category, declined -4% in dollars, -8% in units. The bright spot in this category is griddles and flat grills, which grew +19% in dollars, and +17% in units.

Slow cookers have declined following the rapid growth of multi-cookers, down -24% YTD in dollars, and down -20% in units, but overall there is still lots of volume in the category – the average price is almost one third that of a multi-cooker.

Source: The NPD Group/Retail Tracking Service, Data YTD ending August unless otherwise noted.



Consumers can make delicious, crisp food with the **Hamilton Beach** Air Fryer. The 2.5 litre fryer uses air and little to no oil to cook all the family favourites, from French fries to steak. Cook on manual mode or choose from one of six pre-programmed settings for crisp French fries, chicken, seafood, steak, baked goods, and veggies. When food is ready, the nonstick cooking basket is removable for easy cleaning. Little oil is used so the cooking basket can be easily hand washed with soapy water.



One cooker offers endless possibilities. The Hamilton Beach Digital MultiCooker has a 4.5 quart capacity and combines the functions of a rice cooker, slow cooker, food steamer and more into one compact appliance. Intuitive push-button controls make switching between cooking methods effortless. A delayed start option on select features and programmable timer allow even more flexibility. Users can make a complete dinner in one cooking cycle with 14 pre-programmed settings.

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Countertop Cooking



With the **Salton** Smokeless Grill, users can grill and griddle indoors with no smoke thanks to coil heating technology and a cross flow fan. The heating coil provides precise cooking with variable temperature control while the Cross-Flow fan guides smoke away from surface for a virtually smoke-free experience. This grill is completely detachable making it easy to clean – most parts can be put in the dishwasher after use and reassembled when clean. This grill comes with two non-stick plates and is designed to lock in heat while extracting fat for healthier cooking. The Salton Pressure Oven, right, uses pressure technology to cook 35% faster than traditional ovens. The oven is multi-func-

tional and can be used with pressure or as a traditional oven. It comes with a rotisserie rack that can roast up to an 8-pound chicken. Pressurized cooking seals in moisture and infuses food with flavour. With dishwasher safe accessories and a five-point safety system, the oven makes pressure cooking easier than ever.



Swissmar's Classic Reversible Cast Iron Grill Plate Raclette is versatile and easy to use. It can be used to grill meat, fish or veggies, make mini pancakes or sandwiches all on one appliance. The base is enamelled steel – anthracite finish. It comes with eight heat-resistant spatulas, eight raclette dishes with non-stick coating, a reversible cast iron grill/crêpe top with enamelled matte finish and a variable heat control function.

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Countertop Cooking



With probe cooking for precise temperature control, the **Breville** One Precision Poacher, above, takes the guesswork out of tricky eggs. It features a removable PFOA-free, non-stick aluminum cooking pot with glass lid and silicone handles. Features include pre-set cooking methods (from steam to sous vide), texture settings, temperature adjustable, time adjustable and a delay start so users can set the finish time to have eggs ready when they are. The 100-watt, 2.5-litre Precision Poacher comes with a stainless steel egg tray with integrated egg piercer, egg topper, and seven colourful English/French recipe cards.

Breville's Fast Slow Pro multi-cooker, below, is designed to pressure cook, slow cook, steam, sauté, sear or reduce with the press of a button. Simple controls and exclusive dual sensor technology remove the guess work by detecting when and how the pressure should be released, while monitoring time and temperature. The 'Natural', 'Auto-Quick' and 'Auto-Pulse' modes automatically release steam to minimize the risk of over-cooking. The easy-to-navigate LCD screen changes colour to indicate when the cooker is pressurizing, cooking or releasing steam. It has eight pressure levels and a wide range of functions, including a 'keep warm' option.



Available in either two or four-slice square designs, the Breville Smart Waffle, above, creates thick, perfectly cooked, waffles with deep pockets. It uses Thermal-Pro innovation to evenly distribute heat and features a floating hinge, allowing the waffle to rise evenly. With Waffle IQ, select the Belgian, classic, chocolate, buttermilk or custom setting and then select the desired brownness from 12 settings. A ready alert signal chimes when the Smart Waffle is preheated. Simply pour in the batter and close the lid. Its auto start function immediately begins counting down.



Cuisinart has redesigned the iconic Griddler with sleek new contemporary styling while keeping the performance unchanged. In addition to the most popular functions, including 5-in-1 cooking options, the Griddler FIVE has an LCD display, user-friendly digital controls, a sear function and much more. The floating cover and reversible plates are easily removable, transforming the Griddler FIVE from grill to griddle, making it an indispensable partner in any kitchen.



The compact **All-Clad** Sous Vide Immersion Circulator, right, allows home chefs to achieve their desired level of doneness in a simple and intuitive manner. It features LED display with touch panel for added convenience and a powerful 100-watt heating element. It offers adjustable temperature settings with a very precise variable of 0.1°C. It also has water shortage protection for fool-proof cooking.



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Countertop Cooking



Launching this fall, the latest addition to the Dualit family is the Dualit Design Series of small appliances. Distributed by **Cuisivin**, it comes with a sleek modern design. The new Series comprises a two-slot toaster (shown above) and an electric kettle. The toaster features “perfect toast technology” which monitors the toaster and ambient temperature to create perfectly even toast with each use. It also has a convenient peek and pop function which allows users to check on the bread without stopping the toasting cycle. The toaster has extra wide slots, 8-setting browning and a bagel and defrost function. The Design Series Kettle features a rapid boil element, a patented pure pour spout to prevent dripping and a crisp blue LED water level indicator.

This new 600-watt Party Grill Set from **Trudeau** is ideal for entertaining a crowd. It features a stainless steel heating element, removable non-stick coated stamped grill plate, four-piece set of non-stick coated small pans and an on/off switch with pilot light.



The 6-quart travelling slow cooker from **Presto**, left, has a picnic cooler design with cool-touch housing and a swing-up handle that makes carrying easy. The large size is ideal for chickens, stews and roasts. The hinged cover is removable and features a large see-through glass viewing window.



DanESCO offers several convenient accessories for pressure and sous vide cookers. The OXO Good Grips silicone pressure cooker rack, shown below, is designed with a platform to elevate food away from meat, poultry or veggies. The open design prevents food from sticking and the food-grade silicone construction makes clean-up a snap. It also works in a slow cooker or as a trivet. A pressure cooker egg rack (not shown) is also available. New from Stasher this fall is a half gallon, air-tight bag, shown left. Designed to cook food evenly and retain moisture, this food-safe, 100% pure platinum silicone bag has no harmful chemicals. It's safe for the dishwasher and microwave.

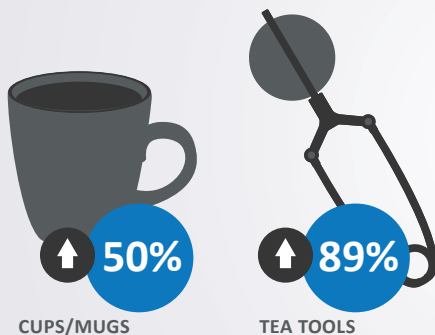


Canadians' Hygge State of Mind

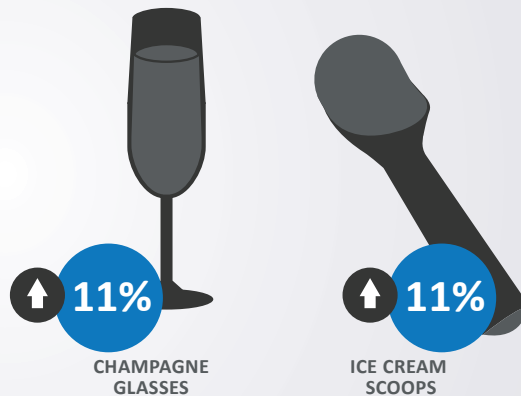
As the colder months draw near, more Canadians will indulge in a quiet night in — whether entertaining friends over dinner or curled up under a warm blanket. This cozy sensibility is what the Danes call “hygge.”

See how it's playing out in the housewares market.

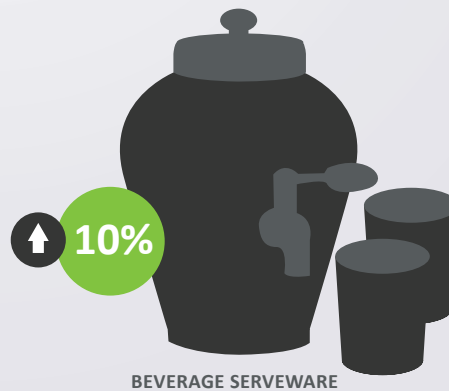
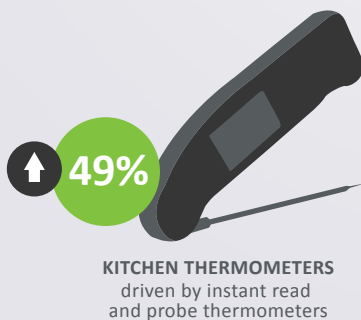
What better way to get cozy than with a cup of hot tea?



Canadians' housewares purchases show they're treating themselves.



Hygge-style comfort and connection can involve entertaining friends and family over a home-cooked meal.



As you look ahead to the holidays, connect with Canadians as they embrace a hygge state of mind in their everyday lives. November and December account for 27% of all housewares sales in Canada. How can you hygge your way onto holiday wish lists?

Source: The NPD Group / Retail Tracking Service, dollar growth, 12 months ending June 2018

Get more insights like this. Visit npdgroup.ca/go/housewares or contact Peter Bassani at peter.bassani@npd.com.



Tabletop Cooking



There's something for everyone to enjoy when cooking with a **Hamilton Beach** raclette grill. With a large 200-square-inch nonstick die-cast cooking surface, plus eight individual heating trays below, everyone can cook and combine ingredients any way they want. Users can sear shrimp on the grill or melt a cheesy sauce in the tray with the perfect temperature. Adjustable heat lets users cook on high for grilling or a lower temperature for warming and melting. The non-stick grill top wipes clean and can be washed in the dishwasher. The eight individual trays and spatulas are also dishwasher safe.

Swissmar's Mont Brulé 9-piece electric fondue set, below, offers performance, power and variable heat control. It can be used for oil/broth, cheese or chocolate. It has a modern stainless steel mirror finish, 2-quart bowl with stainless steel handles and powerful 1000 watt heating element with an adjustable thermostat. A flameless heat source provides easy, safe entertaining. The removable temperature control is adjustable for wide range of recipes. It comes gift boxed.



Made in France, this traditional fondue set by Emile Henry comes with the pot, burner, stand and six forks. Available from **Browne**, Emile Henry's line of flame products create slow, natural cooking. Flame ceramic is the result of years of research to find a method that guarantees healthy, flavourful cooking. It also optimizes the distribution of the flavours and aromas thanks to the slow heat diffusion. It helps keep heated food hot longer, and keep it cool once refrigerated.



This cast iron cheese fondue set from **Trudeau**, left, has a 70-ounce capacity, comes with six steel forks, and is suitable for gas or electric stove-tops. It features a safety burner and cool touch handle. A new 25-watt electric chocolate fondue set, right has a non-stick bowl to melt chocolate. It has a removable handle and spout for a 'drizzle' option. It has two temperatures, melt or keep warm.





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Las Vegas Market turns up the heat

If you want to differentiate your store from the competition, you have to get out and find those products that will set you apart. And there is no better place to do that, of course, than a trade show offering a range of unique and unusual products beyond basic kitchenware. That's precisely what the Las Vegas Market has set out to do and with the very capable Dorothy Belshaw at the helm, it is succeeding nicely.

With 54 new permanent showrooms, several major expansions, nearly 150 new-to-market exhibitors and numerous show-only specials, the summer market attracted a variety of enthusiastic U.S. and international buyers to Las Vegas Market last July.

Several Canadian retailers braved scorching 43° temperatures to attend the

July show in search of those intriguing little extras that will add some sparkle to their fourth quarter.

Candace Sutcliffe of C.A. Paradis in Ottawa, who attended the Market for the first time, said she "found some exciting unique items that are certain to separate me from the rest."

"Retailers at Summer Market were here to buy," says Robert J. Maricich, CEO for International Market Centers. "Summer is typically a bit slower than Winter, but with the industry growing at 3-4% and a strong housing market, manufacturers took advantage of the positive state of the industry to roll out a range of interesting new products.

New Gift exhibitors focused on in-demand categories including gourmet, housewares, stationery, personal care,

seasonal, handmade and artisanal. More than 750 housewares resources were available at the Summer Market, highlighted by the debut of a demonstration program.

In the C Building, a new showcase of gift and seasonal products attracted buyers. New Summer 2018 showrooms included: Kiss That Frog, Be Home, Badash Crystal and Torre Tagus, bringing C1 and C11 near 100% occupancy. TASTE – A Gourmet Food Experience launched on C11, along with Wild Rumpus Room and the Keena Indie Collective Pop Up, a consortium of ten hand-selected makers and artists, on C10.

Temporary home décor and gift exhibitors in the Pavilions noted positive buyer response to product resources offered in several key categories including Handmade, Design Home, Home and Discoveries, an antique and vintage furnishings buyers' destination. And it should be noted that in terms of on-site staff hospitality, Las Vegas Market is a standout. Despite the heat and the crowds, everyone from the shuttle bus drivers to greeters handing out cold cloths and bottles of water was smiling, cheerful and friendly at all times.

With more than 5 million square feet of permanent and temporary exhibit space, Las Vegas Market provides the breadth and depth of product many retail buyers are seeking as they search for ways to grow their business. It's the nation's fastest growing gift and home décor market and the leading furniture marketplace in the western U.S. with thousands of gift, furniture and home décor lines.

The Winter 2019 edition of Las Vegas Market will be held from January 27 to 31. For more information, please visit www.lasvegasmarket.com.



Top: These new expandable vases from Modgy feature some of the world's most famous art.

Left: The Basic Bee Prepack CDU is the best way for retailers to showcase Naked Bee lotions.

Above: A brass line was introduced by Oggi.

Show Review: Las Vegas Market

SHOW TIME IN LAS VEGAS!



Brent Bondarenko of Kitchen Therapy in Surrey, B.C. is a shining example of retail style while shopping after hours at the Las Vegas Market.



Robbin Lich of Kitchen Therapy enjoyed a dinner at New York New York Hotel with Mona Brams of Ares in Montreal, centre, and Candace Sutcliffe of C.A. Paradis in Ottawa.



Mario Brochu of Cuisina in Quebec City brought his wife Martyne to Las Vegas.



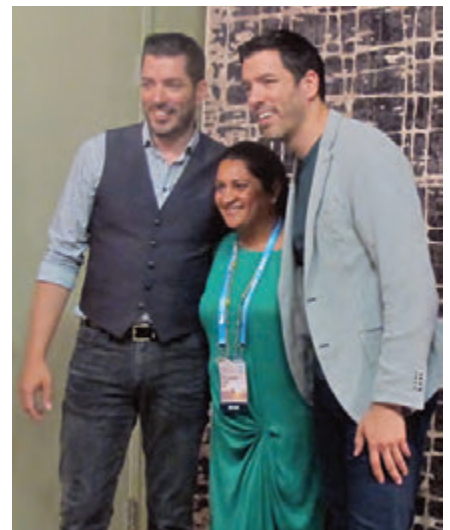
Home Style publisher Laurie O'Halloran, left, with Brent Bondarenko and Alison Fletcher of Cookery in Toronto.



Dave Abrams of Ares, left, with Trevor Kidd of Product Specialties.



Lawrence Burden of Kiss the Cook in London, Ontario, left, and Richard Koskiniemi of The Kitchen Nook in Thunder Bay, right, ran into an old friend, Steve Curtis of Oggi, in Building C.



The Property Brothers were on hand opening day to launch their new furniture line.



Llamas are a hot design trend right now so naturally there was a live version at the Market!

Toronto Gift Fair: Social Scenes



President Daniel Oehy, right, welcomed guests along with his wife Laurie, his daughter Heidi and Heidi's fiancé Burke MacDonald.



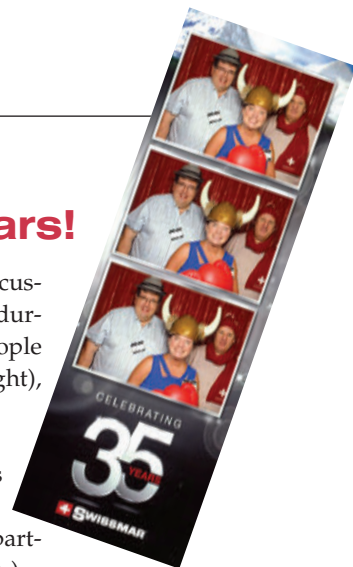
After attendees were serenaded by three very loud Alpenhorns, Daniel Oehy thanked his customers and suppliers, including his two co-hosts, Henrik Bodker of Scanpan and Monica Giraldo of Zyliss.



A beautiful ice sculpture with the Swissmar logo provided chilled Swiss Gilroy.

Swissmar celebrates 35 years!

Swissmar president Daniel Oehy thanked his staff and retail customers with a sensational Swiss-style party on August 12th during the Toronto Gift Fair. Held at the Sheraton Hotel, 120 people attended the event, which included a fun photo booth (right), three large Alpenhorns and an ice sculpture that poured Swiss Gilroy for guests! Food served included a variety of cheeses, and Swiss fondue, of course, as well as fresh oysters prepared by World Champion oyster shucker Patrick McMurray of Toronto, aka Shucker Paddy. (Swissmar has partnered with him on the Shucker Paddy Oyster Gear collection.)



Daniel paid special tribute to Mark Bartling and Alexis Vlassie of The Happy Cooker in Winnipeg, his first customers.



Jogi Sudnik of Jolanta's Interior enjoys some of Paddy's freshly shucked oysters.



Sigrid Wolm, left, and Lynne Boni, centre, of Kitchen to the Table chat with Jill Wilcox of Jill's Kitchen in London, Ontario.



Left to right: Howard Visser of Bella Casa, Yvette Welsh of Zest Kitchenware and Karen Visser of Bella Casa.

Toronto Gift Fair: Social Scenes



Kathy Rutt of Linen Chest in Montreal with host Daniel Oehy.



Berni Gelinas of Kitchen Widgets is flanked by Alison Fletcher, left, and Victoria Seng, both of Cookery.



Christine O'Neill, centre, will officially retire from Swissmar at the end of the year and return to the retail world. She's shown with Jack Turley the former, left, and Eva Xu, the new owner of Gourmet Essentials in Campbell River, B.C.



Wendy Bach, left, and Kerry Wiwvharuk from Artesano Galleria in Calgary.



Cheryl Takacs, left, and Phyllis Kraemer of The Keeping Room with Heather Scott and Jeremy Mannella of Kitchen Bits.



Vince Menchella and Robb Dagenais of iQ Living were on hand for the Swiss festivities and the fresh oysters.



Swissmar sales rep David Bailey and Jeremy Mannella of Kitchen Bits decided to give the Swiss Alpenhorns a try.



Most of the Swissmar staff from both the company Richmond Hill head office and the warehouse were on hand for the party. Shown left to right: Myriam Hill, Ruben Servitillo, Wendy Hynes, Paul Bartley and Emiliano Alde.

Toronto Gift Fair

Happy Hour is a hit at T.O. Gift Fair!

Though retail traffic was down slightly, order writing was up at the August edition of the Toronto Gift Fair, and housewares exhibitors hope to keep the momentum going until the show consolidates next year to become the Toronto Gift & Home Market. A highlight of the fair was the second annual Housewares Happy Hour, held on August 13th. Over 300 retailers and vendors attended the party, hosted by 24 industry sponsors. The draw prize of a free night at a Sheraton or Marriott Hotel was won by Phyllis Kraemer of The Keeping Room. A professional photographer (with plenty of kitchen props) helped capture many of these images from the party!



Martin Kehoe of Product Specialties with Lucie Letourneau of Ricardo.



Anji Levy of Groupe SEB, left, joins Gilles Legault of Groupe Marketing, Rhonda Symons of David Shaw and Nadine Legault.



Richard Filteau and Genevieve Labrie of Think Kitchen in Montreal with Brian Schachter of Counseltron



Miranda Ringma and Ken Ringma of Zocala in Edmonton.



The very large group representing Danica/Now Designs included, left to right: Shane Lucy, Celeste Poirier, Debra Decloux, Nadine Legault, Margaret Szegvary, Jennifer Frankland, Chris Jawanda, Jim Cromarty, Randy Stuart, Sushil Arora, Jane Edgar, Maura Shale, Chris Clement, and Debbie Kinsey.



The iQ Living team included, left to right, Vince Menchella, Robb Dagenais, Stephanie Howe and Tyler Cardy.

Toronto Gift Fair



Sylvio LaMattina, left, Jeff Manning, front, and Lisa Ward of Danesco with Daryl Katzenberg of Kitchen Stuff Plus, right.



Marion Burns of Danesco, left, with Vanessa Hogue, Deanna Greenwood, Ford Nixon and John Newton from Ventures.



Ashley Delima is flanked by Chris Shipton, left, and Tim Dykeman, all of Jascor.



Sophie Kimball, left, and Marie Vavassori-Fundis of Peugeot Saveurs with Albert Sommer of The Pepper Mill, centre.



Kim Gray of Danesco, left, with Elise Lacasse, centre, and Claude Quinn of Pot Pourri-St-Sauveur.



Bill Marshall of Zwilling with Howard Visser and Karen Visser of Bella Casa and Brenda Poffenroth of Portmeirion.



The Danesco group included in the top row, left to right: Lexa Shropshire, Brigitte Roy, Tim Smith, Marion Burns and Lisa Ward. Bottom row, left to right: Neil Puterman, Mark Amyot, Jeff Manning and Sylvio LaMattina.

Housewares Happy Hour



Philippe D'Aoust and Diane Paquet of G. D'Aoust & Cie in Bellevue, Quebec.



Linda Heidman is shown with Thomas Jong, left, and Issie Grachnik of Swissmar.



Lisa Cooney and Lynda Cooney of The Cooney Apple Store.

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Left to right: Shaunna MacQuarrie, Northwoods Gallery, Daphne Boon of D.A. Niels Kitchenware, Penny Flatt of Northwoods, Lee Evanchuk of L&J Agencies and Doug Cuthbertson of Northwoods.



Home Style publisher Laurie O'Halloran, left, and Katherine Samuel of Port-Style were on hand to welcome guests.



Melissa Ledbetter, left, is shown with Peggy Liddle of The Legacy Companies.



Derek Marcotte of Wusthof, left, with Sarin Kusseyan and Emil Rocha of Le Creuset, Olive April of Wusthof, Jacqueline Treminio and Amanda Georgakis of Le Creuset.

Innovation and education are key to growth

By Mark Adkison V.P. International
International Housewares Association

In addition to more than 2,200 exhibitors showcasing thousands of new products, the International Home + Housewares Show offers visitors education and insight into business practices and trends that are shaping the industry.

Innovation in housewares has been a driving force for a generation and will continue to foster growth. Housewares suppliers meet this challenge every year, introducing thousands of new products driven by innovation and design. One key reason for Canadian and all buyers to visit the show is to find these innovative new products and brands to differentiate their product offering and concepts.

Many international buyers who used to visit the show every two years now tell us they need to come every year – that Chicago has become *THE* place to find innovation. Supporting this, we keep receiving positive comments about the products on display being colorful, fashionable, fun, and what's most important, functional.

One Canadian retailer, Dave Abrams, owner of Ares Cuisine, has attended the International Home + Housewares Show for 16 years. Abrams says his team "has discovered new trends, an array of innovative products not yet available in Canada and has had the opportunity to reconnect with our suppliers. In this Digital Age, it is a must attend show!"

Innovation is not found only in exhibitors' booths on the show floor, but also in several special programs. These include the Inventors Corner and Inventors Revue, the IHA Global Innovation Awards (*gia*) for product design and the IHA Student Design Competition.

Inventors Corner & Inventors Revue

Located in the Clean + Contain Expo, the Inventors Corner brings the raw edge of creativity to the show. The Inventors Corner Pavilion features 60 booths showcasing new housewares innovations and just-ready-for-market in-

ventions. The Inventors Corner also features the Inventors Revue, where start-up marketers present their creations to a panel of experts and seasoned inventors offer presentations on how to succeed as an inventor.

IHA Global Innovation Awards for Product Design

The IHA Global Innovation Awards (*gia*) for product design honour exhibitors' latest creations and cutting-edge innovations with award recognition. Innovative products are judged by a panel of experts that includes designers, retailers and news media. Product finalists in 13 categories are featured in the Buyers Clubs at the Show and at the IHA Global Innovation Awards display in the Lakeside Center Lobby. Just before the Show, judges select a Global Honoree in each product category.

IHA Student Design Competition

Sponsored by the International Housewares Association, this global competition, now in its 26th year, is recognized by design professionals for its contribution to education. Design students are invited to create concepts for housewares products. The competition is judged by housewares designers, managers at housewares companies, industrial design educators and even past contest winners, who select the winning projects from an international field of submissions.

The Student Design Competition's challenge to students is to redesign a current housewares product to meet the needs of the future or to create a concept for a new product. Winning projects are selected for their innovation, understanding of production and marketing principles and quality of entry materials. The first, second and third place winners are featured in the Student Design Competition exhibit in the Hall of Global Innovation in the Lakeside Center.

To learn more about innovation at the 2019 International Home + Housewares Show or to register for a show badge, visit www.housewares.org.

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IBC holds annual International Forum in Toronto

The International Business Council (IBC) hosted its annual Global Forum at the Doubletree Hilton in Toronto this past September. During the 3-day event, members of the International Housewares Association IBC discussed the latest trends in the global export market.

In addition to retail merchandise managers from Wayfair Europe and Lakeland in the U.K., conference speak-

ers included Jim Norris of London Drugs and Doug Young of Canadian Tire. (Global attendees were intrigued by the fact that two of Canada's top housewares retail chains are a 'drug' store and a 'tire' store!)

Jim Norris spoke about the unique position that London Drugs occupies in the minds of western Canadian consumers. The 80-store, family-owned

chain focuses on creating 'customers for life' with a better/best selection of global and locally sourced brands.

Doug Young of Canadian Tire told attendees that "no other retailer knows Canadians better". He discussed the company's Triangle rewards program, the acquisition of Paderno, and new brand strategies including the recent partnership with PetCo. in the U.S.



Jim Norris of London Drugs was the keynote speaker on the second day of the conference. He told attendees the average LD buyer has 15 years experience. "They become experts in their categories."



Doug Young told IBC members that Canadian Tire loves national brands, but they must offer some point of differentiation.



Buyers, agents and distributors came out to the Doubletree Hilton on Tuesday, September 25 for the cocktail reception/tabletop show hosted by IBC members.



Sharon Paul and David Brown of Bradshaw Canada Holdings.



Don Schacter of Don Schacter + Assoc., left, with Eduardo Lemus of PicnicTime.



Matt Wise of Line Centric Group with Margaret Svengary of Danica Imports.



Jan Murtagh of CDN, an Oregon-based manufacturer of kitchen thermometers.

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